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New Mexico Human Services Department to Brief Public on Replacement Income Support Eligibility System

Department Receiving Information on Alternative Replacement Systems

Santa Fe, New Mexico – The New Mexico Human Services Department (HSD) will brief the public on the progress to date in replacing the income support eligibility system, known as the Integrated Service Delivery System or ISD2.

The public briefing is scheduled for December 15, 2008 from 1:30 to 3:30 at the State Capitol Building, Room 309 in Santa Fe.

ISD2 is the computer system that HSD caseworkers use across the state to determine eligibility, benefit delivery and case maintenance for hundreds of thousands of New Mexicans who receive income support and medical assistance. ISD2 has been in operation for over 21 years and has far exceeded its life expectancy.

HSD has issued a Request for Information (RFI) on alternative systems that could replace the ISD2 system and the customer web-portal known as Your Eligibility System- New Mexico (YES-NM). YES-NM will interface to additional programs administered by other state agencies.

“We are looking to compare and evaluate systems currently available with the anticipation one could be a viable option for New Mexico,” said Katie Falls, HSD Deputy Secretary. “But before we choose one we would like to brief the public on what the state has done so far in finding a replacement, what the state needs are for a replacement system and also hear from the public about what they would like to see in a new system to better serve our clients.”

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